

Hotel Organizational Design and Quality Management

Hospitality Management · Answer Key · 8 Questions

1. What is the primary responsibility of the Rooms Division department in a hotel?

- A) Managing the core products of a hotel, which are the rooms**
- B) Handling financial reporting and bookkeeping
- C) Overseeing physical plant maintenance and heating
- D) Creating marketing campaigns for potential guests

2. Which hotel department is responsible for maintaining physical plant systems such as heating, lighting, and elevators?

- A) Security
- B) Engineering**
- C) Rooms Division
- D) Housekeeping

3. Handling lost and found items and monitoring surveillance equipment are responsibilities of which department?

- A) Human Resources
- B) Accounting
- C) Security**
- D) Sales and Marketing

4. Which of the following is a primary duty of the Human Resources department in a hotel?

- A) Inspecting room cleanliness
- B) Managing banquet service and lounge bars
- C) Designing asset management controls
- D) Ensuring compliance with government labor regulations**

5. Restaurants, room service, banquet service, and lounge bars are managed by which department?

- A) Food and Beverage**
- B) Rooms Division
- C) Sales and Marketing
- D) Engineering

6. According to the text, what is the main responsibility of the Sales and Marketing department?

- A) Maintaining mechanical equipment
- B) Creating customers by offering desirable products and services**
- C) Managing employee compensation patterns
- D) Conducting financial bookkeeping

7. Besides bookkeeping and financial reporting, what advice does the Accounting department provide?

- A) Recruitment strategies
- B) Menu planning
- C) Increasing profitability through better controls and asset management**
- D) Safety and security procedures

8. What two elements are identified as key to the effective running of interdependent hotel departments?

- A) Strict hierarchy and secrecy
- B) Automation and minimal staffing
- C) Budget cuts and outsourcing
- D) Transparency and communication**